

JCT16 U.S. PTO  
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U.S. UTILITY Patent Application

PATENT NUMBER and  
ISSUE DATE

|                      |                           |              |                 |            |                          |
|----------------------|---------------------------|--------------|-----------------|------------|--------------------------|
| APPL NUM<br>10016221 | FILING DATE<br>10/30/2001 | CLASS<br>455 | SUBCLASS<br>455 | GAU<br>268 | EXAMINER<br>D. P. Barnes |
|----------------------|---------------------------|--------------|-----------------|------------|--------------------------|

\*\*APPLICANTS: Sundaram Mukesh; Uppaluru Prem;

\*\*CONTINUING DATA VERIFIED:

THIS APPLN CLAIMS BENEFIT OF 60/244,722 10/30/2000

\*\* FOREIGN APPLICATIONS VERIFIED:

|  |   |                                  |                                   |
|--|---|----------------------------------|-----------------------------------|
| PG-PUB   | DO NOT PUBLISH <input type="checkbox"/> | RESCIND <input type="checkbox"/> | ATTORNEY DOCKET NO<br>003924.P005 |
| Foreign priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no  |   |                                  |                                   |
| 35 USC 119 conditions met <input type="checkbox"/> yes <input type="checkbox"/> no |   |                                  |                                   |
| Verified and Acknowledged Examiners's initials                                     |   |                                  |                                   |

TITLE : Call center management for wireless access network

U.S. DEPT. OF COMM. / PAT. & TM-PTO-436 (Rev. 12-94)

|  |           |                           |                             |                      |
|--|-----------|---------------------------|-----------------------------|----------------------|
| <b>NOTICE OF ALLOWANCE MAILED</b>  |           | <b>Assistant Examiner</b> | <b>CLAIMS ALLOWED</b>       |                      |
|  |           |                           | Total Claims                | Print Claim for O.G. |
| <b>ISSUE FEE</b>   |           | <b>Primary Examiner</b>   | <b>DRAWING</b>              |                      |
| Amount Due   | Date Paid |                           | Sheet to Draw.              | Fig. Draw.           |
| <input type="checkbox"/> <b>TERMINAL<br/>DISCLAIMER</b>  |           | <b>PREPARED FOR ISSUE</b> | <b>Application Examiner</b> |                      |
| <b>WARNING: The information disclosed herein may be restricted.<br/>Unauthorized disclosure may be prohibited by the United States Code Title 35,<br/>Sections 122, 181 and 368, Possession outside the U.S. Patent &amp; Trademark<br/>Office is restricted to authorized employees and contractors only.</b> |           |                           |                             |                      |

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